

IN THE CLAIMS:

Please amend claim 19, marked-up claims are supplied with deletions struck-through or bracketed and additions underlined:

1. (Original) A method comprising :
determining, as part of an electronic mail generation system, a preferred language;
writing header information to an electronic mail message based on the preferred language; and
writing a body to the electronic mail message.
2. (Original) The method of claim 1 further comprising sending the electronic mail message to an electronic mail recipient.
3. (Original) The method of claim 2 wherein the preferred language is determined by querying a database of the system.
4. (Original) The method of claim 2 wherein the header information comprises character coding information based on the preferred language.

5. (Original) The method of claim 4 wherein the character coding information comprises one or more of a MIME-Version header field, a content type header field, a content transfer encoding field and a character set parameter of the content type header field.
6. (Original) The method of claim 2 wherein the electronic mail generation system is a part of a survey system.
7. (Original) The method of claim 6 wherein the electronic mail message is generated automatically in response to an event of the survey system.
8. (Original) The method of claim 2 wherein the recipient is expressed in a manner dependent on the preferred language.
9. (Original) The method of claim 8 wherein the method further comprises sending the electronic mail message to the recipient expressed in the language dependent manner.
10. (Original) The method of claim 2 wherein the method further comprises determining a culturally appropriate salutation for the recipient based on the preferred language.

11. (Original) The method of claim 10 further comprising constructing the culturally appropriate salutation based on the recipient's name and the preferred language ; and writing to a body of the electronic mail message the culturally appropriate salutation.

12. (Original) An apparatus comprising:
a storage medium having stored therein a plurality of programming instructions designed to perform a plurality of operations, including
a first operation to determine, as part of an electronic mail generation system, a preferred language,
a second operation to write header information to an electronic mail message based on the preferred language, and
a third operation to write a body to the electronic mail message; and
a processor coupled to the storage medium to execute the programming instructions.

13. (Original) The apparatus of claim 12 wherein the programming instructions are also designed to perform a fourth operation to send the electronic mail message to an electronic mail recipient.

14. (Original) The apparatus of claim 13 wherein the programming instructions are also designed to perform a fifth operation to query a database of the system to determine the preferred language.

15. (Original) The apparatus of claim 13 wherein the programming instructions are designed to include in said header information, character coding information based on the preferred language.

16. (Original) The apparatus of claim 15 wherein the character coding information comprises one or more of a MIME-Version header field, a content type header field, a content transfer encoding field and a character set parameter of the content type header field.

17. (Original) The apparatus of claim 13 wherein the electronic mail generation system is a survey system, and the programming instructions further implement the survey system.

18. (Original) The apparatus of claim 17 wherein the programming instructions automatically generate the electronic mail message in response to an event of the survey system.

19. (Presently Amended) The apparatus of claim 13 wherein the programming instructions express[es] the recipient in a manner based at least in part on the preferred language.

20. (Original) The apparatus of claim 19 wherein the programming instruction are further designed to send the electronic mail message to the recipient expressed in the language dependent manner.

21. (Original) The apparatus of claim 13 wherein the programming instructions are further designed to determine a culturally appropriate salutation for the recipient based on the preferred language ;

22. (Original) The apparatus of claim 21 wherein the programming instructions are further designed to construct the culturally appropriate salutation based on the recipient's name and the preferred language, and to write to a body of the electronic mail message the culturally appropriate salutation.